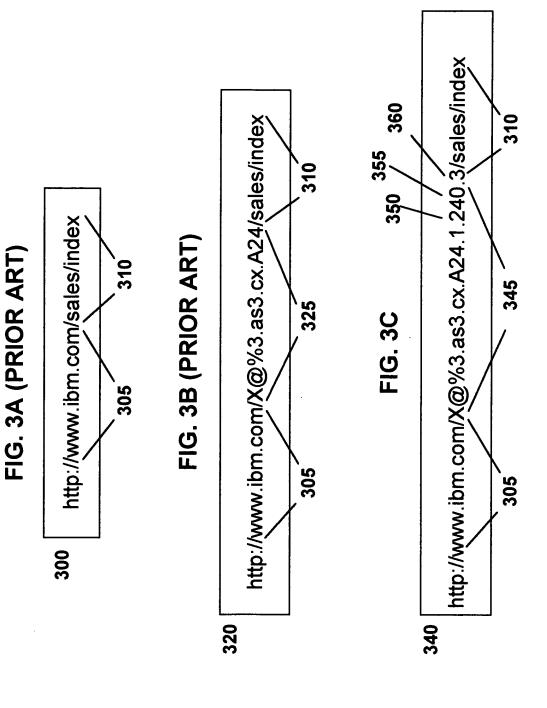
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FIG. 4

4.5

400

[14/Mar/2001:08:56:19:357+0500 - 001] <X@%3.as3.cx.A24.1.240.1> "ĆLICKSTREAM=customer45.help.isg"

405

[14/Mar/2001:08:56:19:893+0500 - 010] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/images/helpnow_logo.gif" [14/Mar/2001:08:56:19:357+0500 - 025] <X@%3.as3.cx.A24.1.240.1> "http://w3.ibm.com/helpnow.htm"

[14/Mar/2001:08:56:19:896+0500 - 011] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/fonts/times.ttf"

.14/Mar/2001:08:56:19:893+0500 - 010] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/scripts/login.js"

420

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